

ZAHID JAFFER

PROFILE

Experienced Technical Sales Professional driving product sales for industrial clients. Skilled in consultative selling, executing marketing strategies, and maintaining strong relationships across departments.

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL SALES ENGINEER (ENOC), AL ATIYA 04/2023
TRADING COMPANY (Doha, QA)

- **Technical Expertise:** Understanding lubricants' technical aspects aligns with selling ENOC products and offering solutions to industrial customers.
- **Sales & Relationship Building:** Identifying client needs, communicating product benefits, and building strong relationships aligns with executing marketing programs and working with distributors.
- **Product Presentation:** Showcasing ENOC Lubricants' products through presentations and demonstrations aligns with face-to-face selling and closing sales.
- **Quoting and Proposal:** Aligning proposals with client needs and managing credit and pricing aligns with implementing the local sales plan.
- **After Sales Support:** Providing technical assistance post-sales, maintaining accurate records, and supporting distributors aligns with effective resource utilization.

TECHNICAL SUPPORT ENGINEER (EXXONMOBIL), TRIBOCARE
TECHNICAL SERVICE PVT. LTD 11/2021 - 04/2022(Bangalore, IN)

- **Technical Support:** Provided technical support to clients for lubricant product selection and troubleshooting, ensuring customer satisfaction and product efficacy.
- **Sales Pipeline Coaching:** Supported distributors by providing sales pipeline coaching and sell-out support to their staff, enhancing their sales techniques and performance.
- **Interdepartmental Coordination:** Acted as a key interface with Marketing, Customer Service, Technical, and Operations departments, facilitating seamless communication and collaboration to meet customer needs effectively.
- **On-site Technical Support:** Conducted on-site visits to troubleshoot technical issues promptly, offering hands-on support to clients and demonstrating effective use of ExxonMobil's Field Engineering and Marketing resources.
- **Technical Documentation:** Developed technical documentation, guides, and presentations for training purposes, ensuring comprehensive understanding and effective dissemination of product information and best practices.
- **Marketing Program Execution:** Executed defined marketing programs, leveraging consultative selling skills to promote ExxonMobil products effectively and drive sales growth.



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EDUCATION

MECHANICAL ENGINEER, MANGALORE
INSTITUTE OF TECHNOLOGY AND
ENGINEERING Jan 2018 (Mangalore, IN)

HIGH SCHOOL, SAINT MARY SYRIAN PU
COLLEGE Mar 2012 (Mangalore, IN)

INTERNSHIP/TRAINING

1.Key member of **FIA Scrutineering Team** for Qatar Rally Racing and Formula 1 events. **(2022 – present)**

Utilized technical knowledge in racing vehicles and regulations.

Maintained accurate inspection records.

2.Ooredoo QSC, Doha, Qatar :

Designed testing procedures for product assessment.

Evaluated new HVAC equipment feasibility and cost.

3.Professional Trainee at SMEC Automation Pvt Ltd, India:

QA/QC & NDT Level 2 Inspector role.

Technical Sales Engineer (CASTROL), SMOLLAN

02/2020 -
09/2021(Bangalore, IN)

- **Sales Strategy Execution:** Develop effective strategies for lubricant products, aligning with marketing programs. Adapt based on market trends and feedback, setting sales targets and analyzing for improvement.
- **Client Relationship Management:** Build strong client relationships through product presentations and face-to-face selling. Act as a key interface to ensure seamless communication and collaboration for effective sales closure.
- **Sales Records Management and Analysis:** Maintain accurate records and analyze data to improve strategies, managing credit and pricing. Stay updated on market conditions and trends for sales growth.
- **Product Knowledge and Training:** Demonstrate product knowledge during client interactions. Provide training on features and benefits for enhanced sales effectiveness.
- **Continuous Improvement:** Seek process improvement, refining strategies and client engagement techniques. Solicit feedback and stay updated on best practices for improved sales performance.

QC ENGINEER (Stream Turbine), QUALITY PROFILE PVT LTD

02/2019 - 01/2020(Bangalore, IN)

- Developed NDT inspection plans for turbine blades and ensured quality compliance.
- Inspected turbine blades for defects, created detailed reports, and recommended actions.

DECLARATION

I hereby declare that the above particulars furnished by me, are true to the best of my knowledge and belief

KEY SKILLS

- Product Knowledge
- Sales Techniques
- Customer Relationship Management (CRM)
- Market Awareness and Adaptability
- Communication Skills
- Negotiation Skills
- Cross-Functional team

CERTIFICATES

- ✓ AutoCAD 2D-3D
- ✓ Bearing Lubrication
- ✓ Yellow Belt in LEAN SIX SIGMA
- ✓ Vibration and condition Monitoring Of Rotating Equipment's
- ✓ Oil Condition monitoring

LANGUAGES KNOWN

- ❖ English
- ❖ Hindi
- ❖ Kannada
- ❖ Urdu